OFFICIAL FILE ILLINOIS COMMERCE COMMISSION



2001 DEC 24 A 11: 18

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No. CHIEF CLERK'S OFFICE
ICC Office Use Only

Please provide the appropriate information in the () areas in the heading below.

DENALI SPECTRUM OPERATIONS, LLC, dba CRICKET COMMUNICATIONS, INC.

Application for Authority to Operate As a Wireless Carrier - Facilities Based on a Statewide Basis in the State of Illinois. 07-dc25

APPLICATION FOR CERTIFICATE TO BECOME A TELECOMMUNICATIONS CARRIER

(Use additional sheets as necessary.)

DENALI SPECTRUM OPERATIONS, LLC Inc.	, dba Cricket Communications,
Idress: Street 1 Doyon Place, Suite 300	
ty <u>Fairbanks</u>	State/Zip <u>Alaska 99701-2941</u>
Communications, Inc. ("Cricket") and De Management Services Agreement with Cr	
Communications, Inc. ("Cricket") and De Management Services Agreement with Cr direction and guidance from Applicant.	nali Spectrum Operations, LLC. Applicant has entered into a
Communications, Inc. ("Cricket") and De Management Services Agreement with Cr direction and guidance from Applicant.	nali Spectrum Operations, LLC. Applicant has entered into a ricket to build out, manage and operate Applicant's system, wi
Communications, Inc. ("Cricket") and De Management Services Agreement with Cr direction and guidance from Applicant.	enali Spectrum Operations, LLC. Applicant has entered into a ricket to build out, manage and operate Applicant's system, wi

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is

requesting each waiver/variance. None of these rules are applicable to wireless carriers

	Part 710 Uniform System of Accounts for Telecommunications Carriers				
	Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Local Exchange Telecommunications Carriers in the State of Illinois				
	Section 735.180 Directories				
	Other				
4.	For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:				
	(a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document				
	(b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;				
	(c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and				
	(d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document. Not Applicable.				
5.	In what area of the state does the Applicant propose to provide service?				
	Statewide				
6.	Please attach a sheet designating contact persons to work with Staff on the following:				
	a) issues related to processing this application				
	b) consumer issues				
	c) customer complaint resolution				
	d) technical and service quality issues				
	e) "tariff" and pricing issues				
	f) 9-1-1 issues g) security/law enforcement				
	Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.				
	Leticia Grajiola Supervisor, Customer Relations				
	Cricket Communications				
	5775 DTC Blvd. Ste 305 Greenwood Village, CO 80111				
	Telephone: 303 734-7671 Fax. 720 374-9130				
	e-mail: lgrajiola@cricketcommunications.com				
7.	Please check type of organization?				
	IndividualCorporation				
	Partnership Date corporation was formed In what state?				
	X Other (Specify) Limited Liability Company formed in Delaware on November 17, 2006				

5.

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois. See Attachment A.				
9. List jurisdictions in which Applicant is offering service(s).				
None as of yet: Illinois is the company's first market.				
10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?				
YES (Please provide details) NO				
11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?				
YESXNO				
If YES, describe fully.				
12. Has Applicant provided service under any other name? YESXNO				
If YES, please list.				
13. Will the Applicant keep its books and records in Illinois? YES X NO If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested. Applicant requests such permission.				
MANAGERIAL				
14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in narrative form, resumes of key personnel, or a combination of these forms. See Attachment B.				
15. List officers of Applicant.				
Orie Williams – President and Chief Executive Officer Daniel (Toby) S. Osborn – Chief Financial Officer Miranda Wright – Treasurer Josephine Malemute - Secretary				
16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? YESXNO				
If YES, list entity.				

Ŋ,

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

٠,

Applicant will bill on a monthly basis either via text message, or if its customer elects, paper billing.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Given the nature of Applicant's pay as you go service, Applicant anticipates that its customers will rarely have billing problems. To the extent that complaints arise, customers can raise them with Cricket's customer service department or at a Cricket store. Cricket strives to resolve complaints promptly. If the customer is not satisfied with the complaint resolution, he or she can request that the complaint be reviewed by a supervisor and ultimately by Cricket's Customer Relations Department. If a customer is still not satisfied with the response from the Customer Relations Department, the customer will be advised that he or she can seek assistance from the Federal Communications Commission (FCC). Given the Illinois Commerce Commission's limited jurisdiction over wireless providers, Applicant does not plan to affirmatively notify customers of the option to seek assistance from the ICC.

19.	Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? \underline{X} YES $\underline{\hspace{1cm}}$ NO
20.	What telephone number(s) would a customer use to contact your company?
	800-274-2538 or 611 from the customer's wireless phone
21.	Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?
	X YES* NO (*to the extent that they are applicable to wireless providers).
22.	Please describe applicant's procedures to prevent slamming and cramming of customers?
	The slamming rules are not applicable to wireless providers. With regard to cramming, given the pay as you go billing model employed by Applicant., there is little risk that a customer will get charged for a service that he or she did not request. Moreover, Applicant has processes and procedures in place to prevent customers from being charged for the telecommunications services they did not order.
Illir	23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 nois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?
	YES NO (If no, please provide an explanation.) Not Applicable.
24.	Is Applicant aware that it must file tariffs prior to providing service in Illinois?
	YES NO Not Applicable. See Rule 760.10, wireless providers do not file tariffs.
FIN	IANCIAL PROPERTY OF THE PROPER

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service. See Exhibit C, confidential financial information for Applicant, filed under seal.

	Does Applicant utilize its own equipment and/or facilities? X YES* NO
If Y	ES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:
TCA:	*Applicant will use its own facilities in part; specifically Applicant will install its own antennas and b stations and mobile switching centers for the transmission of its radio signals. Applicant will also related facilities of landline telephone companies to interconnect its base stations to its switch and to interconnect its switch to the Public Telephone Switched Network.
шл	O, which facility provider(s)'s services does the Applicant intend to use?
27.	Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distart service, data services, local service, prepaid local service).
	Wireless services.
28.	Will technical personnel be available at all times to assist customers with service problems?
	X YES* NO *Applicant provides electronic support to customers 24x7; Applicant provides live customer care support during normal business hours.
29.	If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirement and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but a limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e)

. •

Ç

VERIFICATION

This application shall be verified under oath.

OATH

State of Minois)	
County of Cook	10
(Insert here the name of affiant) makes oath and says that he is Wireless Original (Insert the official title of the affiant)	NIAMBEIC
of Denali Spectrum Operations, LLC, dba Cricket Communications (Insert here the exact legal title or name of the Applicant)	-
that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.	
(Signature of affiant)	
Subscribed and sworn to before me, a Notary Public/ Long U. Vece (Title of person authorized to administer oaths)	
in the State and County above named, this 20th day of Decamber, 2007.	
(Signature of person authorized to administer oath)	

"OFFICIAL SEAL"
Donna L. Vece
Notary Public, State of Illinois
My Commission Exp. 05/10/2008